

## PUBLIC UTILITIES COMMISSION

January 22, 1992

## CONSUMER ASSISTANCE DIVISION BULLETIN 92-1

TO: All Utilities

FROM: Barbara R. Alexander, Directo

Consumer Assistance Division

RE: Fees Charged to Customers who Pay or Make a Payment

Arrangement as a Result of a Premise Visit for the Purpose

of Disconnection.

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Chapter 810, Residential Utility Service Standards for Credit and Collection Programs, Section 10(C)(2)(b), allows a utility to charge a reasonable fee which "must not exceed \$10.00 or the utility's reconnection fee, whichever is less" when a residential customer offers to pay or make a payment arrangement at the time a utility employee is at the premises to disconnect the service.

Chapter 860, Disconnection and Deposit Regulations for Nonresidential Utility Service, Section 7(B), allows a utility to charge "an amount not to exceed \$5.00" when a nonresidential service customer pays the utility employee who is at the premises to disconnect the service.

Utilities that have revised their Terms and Conditions to reflect the higher fees allowable under Chapter 810 for residential service must either:

- 1. Charge nonresidential service customers no more then the maximum \$5.00 fee allowed by Chapter 860; or
- 2. Seek an exemption from Chapter 860, Section 7(B) to allow the utility to charge a fee in excess of the \$5.00 maximum.

Any utility that has been charging a higher fee than that allowed under Chapter 860 for nonresidential customers should make the necessary changes to comply and then apply for an exemption if that is your preferred course of action.

BA/kp